



TEJAS K T

Mechanical Engineer

My Contact

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📍 Halasuru, Bangalore

Hard Skill

- Complaints handling
- Supply chain management
- CADD
- Microsoft Office
- Ansys Software

Soft Skill

- Communication
- Decision making
- Problem solving
- Multi-tasking

Education Background

- Cambridge institute of technology
Bachelor's of engineering - Mechanical
Completed in 2023 CGPA - 7.5
- Narayana PU College
PCM Computer science
Completed in 2019 70%

About Me

Aspiring Mechanical Engineer with proven analytical skills seeking to grow my knowledge of mechanical production process.

Effectively communicating with customer to understand their issues and providing satisfying resolutions after investing their complaints.

Professional Experience

OSBINDIA | Customer Relations Officer

March 2023 - Present

Key responsibilities:

- Ability to listen to customer complaints empathetically, investigate their issues thoroughly, and provide timely and satisfactory resolutions.
- Following up with customers to ensure their satisfaction after a complaint has been resolved, as well as sharing customer's feedback and comments to the management.
- Monitoring calls of customer service representatives based on call evaluations, highlighting areas of strength and opportunities for improvement.
- Collaborated with cross-functional teams to ensure that customer's expectations are met and their requests are processed at the earliest.

Surface logistics | Intern

September 2022 - November 2022

Key responsibilities:

- Organizing shipments, coordinating deliveries, and managing inventory.
- Effectively communicating with suppliers and clients to optimize routes, reduce costs.
- Trained at solving logistical challenges, which involved rerouting deliveries, resolving delays, or streamlining processes.

Certificates

- Organised TEDx events for college.
- GUVI - Python course
- Cognition - Social responsibilities